

# County of San Diego, Health and Human Services Agency (HHS) Eligibility Policy and Procedures Guide

## Electronic Notifications (E-Notifications)

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### **Issue Date:**

04/13/2015

### **Background:**

California Department of Social Services (CDSS) requested a waiver to issue CalFresh notices electronically to households who elect to receive e-mail communication. The Program Accountability and Administration Division (PAAD) of the Food and Nutrition Services (FNS) approved the request for electronic notices through a secured, automated electronic notification system.

A provision of the Affordable Care Act requires that Medi-Cal beneficiaries must have the choice to receive notices and information in electronic format or by regular mail and must be permitted to change that election.

### **Purpose:**

To inform staff of the process for households to receive electronic notification (or e-notification) regarding CalWORKs, CalFresh, and Medi-Cal correspondence

### **Policy:**

Households have the option to receive their CalWORKs, CalFresh, and Medi-Cal correspondence via e-notification instead of traditional paper correspondence. E-notifications alert households to view County correspondence via their secure personal online account in the automated system. Case correspondence generated from the CalWIN system will be available for viewing electronically, except:

1. Notices of State Hearings
2. Overpayment Notices
3. Overissuance Notices
4. Repayment Agreements
5. Time on Aid Notices
6. Correspondence that requires completion and return to the county

Households may opt in or out of receiving the e-notifications and receive traditional correspondence at any time.

**Note:** This waiver does not eliminate the County's responsibility to provide mandated notifications timely.

### **Program(s) Affected:**

CalWORKS Program

CalFresh Program

Medi-Cal Program

### **References:**

[e-Notification Flyer](#)

[Electronic Notifications \(E-Notifications\) Processing Guide](#)

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**Sunset Date:**

This policy will be reviewed for continuance by 4/13/2018.

**Approval for Release:**

 4-13-15

Rick Wanne, Director  
Eligibility Operations